9.2 Managing Accounts Using a Maintenance Worksheet

Purpose: To manage accounts by using the ctcLink maintenance worksheet.

Audience: Accounts Receivable staff.

- You must have at least one of these local college managed security roles:
- ZZ AR Item Entry

You must also set these User Preference Definitions:

• User Preferences: Accounts Receivable

If you need assistance with the above security roles or User Preference Definitions, please contact your local college supervisor or IT Admin to request role access.

A maintenance worksheet is a workspace for offsetting items, write-offs, or adjustments to manage posted items.

Maintenance worksheets are used to:

- Refund an item with a credit balance;
- Create a new refund item for a credit remaining from maintenance tasks.

Consider this scenario: Two items were created on the same day. The goods for these items were shipped late and delivery was refused. Credit memos for these two items were created, but these memos were not applied to the items.

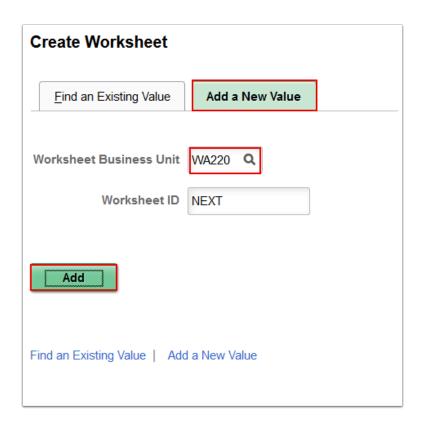
In this topic, you will create a maintenance worksheet.

Managing Accounts Using a Maintenance Worksheet

Navigation: NavBar > Navigator > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

1. The **Create Worksheet** search page displays.

- 2. Select **Add a New Value**.
- 3. Enter Worksheet Business Unit.
- 4. Select **Add**.



- 5. The **Worksheet Selection** page displays. Use it to specify customer and item information that should appear on the worksheet.
 - ① Use the **Worksheet Selection** page to specify customer and item information that should appear on the worksheet.

ctcLink uses criteria information to retrieve all items matching the selection criteria when the worksheet is built.

You can specify:

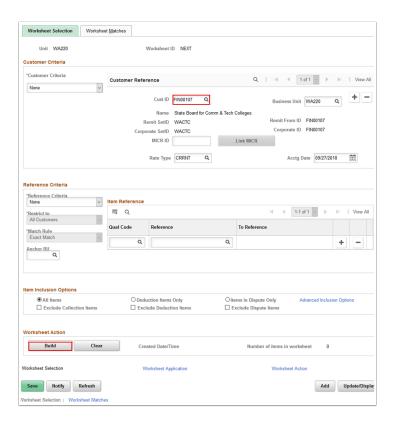
- · customer criteria,
- · reference criteria,
- or a combination of customer and reference criteria.

You can select a range of item IDs and a single customer ID as your search criteria.

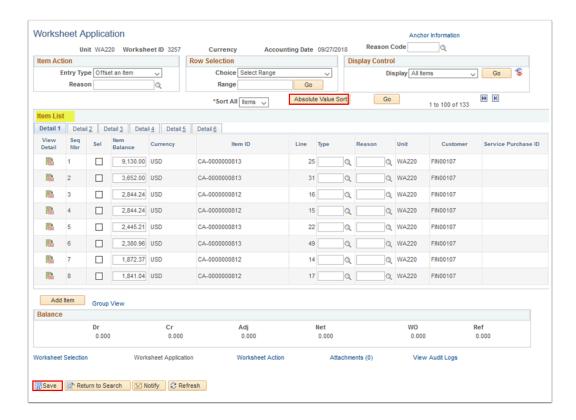
You can also select all items for a customer without narrowing your search to the selected item IDs.

6. Enter Cust ID.

7. Select Build.



- 8. The Worksheet Application page displays. Use it to:
 - · offset items
 - · refund a credit
 - create write-offs
 - · or make adjustments to posted items.
- 9. The default order displayed in the Item List section of the worksheet is by Item ID. Select **Absolute Value Sort** to sort the worksheet by the absolute value of the Item Balance, in descending order.
- 10. Select Save.



11. Process complete.